

Subject: Community Partner Briefing: Open Enrollment Kicks Off This Week



November 3, 2016

Director's Corner

Review insights on this year's open enrollment from [Kirk Whelan, Director of Outreach and Sales, and Covered California for Small Business>>](#)

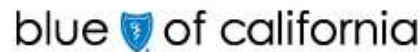
What's New for Open Enrollment



Welcome to coverage!

Open Enrollment is Here

The Open Enrollment Period for 2017 coverage began **this week, November 1, 2016** and consumers can now enroll in healthcare coverage through January 31, 2017. In order to have coverage begin January 1, 2017, consumers must make a plan selection by December 15, 2016 and also pay the binder payment by December 27, 2016.



Did you know...

- **4/5** people receive financial help paying for their coverage with Covered California
- For those receiving financial help, the average monthly premium payment has been **less than \$100**



Covered California Bus Tour

Covered California's statewide, Open Enrollment Bus Tour kicks off next week, Saturday, November 12 in San Diego and will conclude in Santa Cruz on November 19. During the bus tour, we will be highlighting locations where consumers can enroll. Help support Covered California's mission in your community by joining us at a bus tour event near you. View the [bus tour event schedule here](#) and contact your [Covered California Outreach and Sales Field Representative](#) for more information.

Open Enrollment Tool Kit

Certified Enrollers have multiple resources available to help with enrolling consumers this Open Enrollment season. Many of the answers to your open enrollment-related questions can be found in the [2017 Open Enrollment Tool Kit](#), which includes resources such as the [Income Guidelines](#) and [Standard Benefit Design](#) charts, [formularies](#), and [Health and Dental Plans contact information](#) to access provider directories, which can all be used to handle a wide variety of open enrollment scenarios.

Press Release: Covered California to Launch Open Enrollment Tuesday for Health Coverage in 2017

On Friday, October 28, 2016 Covered California announced in a press release what's new for this year's open enrollment period. Improvements include changes to insurance products, more consumer help while shopping with an updated online shopping tool, a Covered California Service Center call back feature, improvements to access to care, a new advertising campaign, and a third annual bus tour. [Read the full press release for more details here>>](#)

Social Media Tool Kit for Open Enrollment Now Available

Access our **updated** Social Media Tool Kit which provides resources and best practices, along with pre-approved Open Enrollment content in English and Spanish and shareable images for Facebook and Twitter. [Download the updated Social Media Tool Kit now>>](#)

Renewal

Passive Renewals Begin Today

Beginning Thursday, November 3 through mid-December, consumers who have not taken an active role in renewing will automatically begin to renew into 2017 coverage. **In order for a consumer to automatically renew for 2017, the consumer had to be in an “Enrolled” or “Pending” status by October 1, 2016.** Any consumer that did not plan select prior to October 1 will not have an automatic renewal and the Certified Enroller must process an active renewal.

Review our [Renewal Tool Kit](#) for resources to help consumers through the renewal process. Also, review [important renewal reminders](#) about making changes to a consumer application and providing [Consent for Verification](#) as you assist consumers this renewal season.

Shopping Makes Cents – Active Renewal

Remember, marketplace rates have changed. Use the Shop & Compare tool to review both health and dental plan rates. Certified Enrollers can access the updated tool by clicking on “Start New Application” in their CEC Portal, then click “Preview Health Plans.” Certified Enrollers can now add a plan directly to a consumer’s *Cart* from the Shop & Compare tool and complete the application. These cases will be delegated to the Certified Enroller. Click “Preview Plans” at any time to begin a new quote.

Resetting a Consumer’s Password

Do you have a consumer who is experiencing problems resetting their password in the online application (CalHEERS)? Review the [CalHEERS Password Reset Job Aid](#) to assist them this renewal season.

Special Enrollment

Special Enrollment Verification

Some consumers who apply for Covered California coverage in a Special Enrollment Period (SEP) are asked to submit verification of their Qualifying Life Event (QLE). To assist consumers who have received this request, check the [Special Enrollment Acceptable Document List](#) to select the correct document to send to Covered California. Learn more about the [Covered California Special Enrollment Verification process here>>](#)

Webinars

Register Today: Oscar Member Experience Webinar

On Thursday, November 10 the Outreach and Sales team will be joined by the Covered California Qualified Health Plan, Oscar. Attend this webinar to learn more about and the Oscar member experience and the resources available to consumers. [Register for the Oscar webinar here today>>](#)

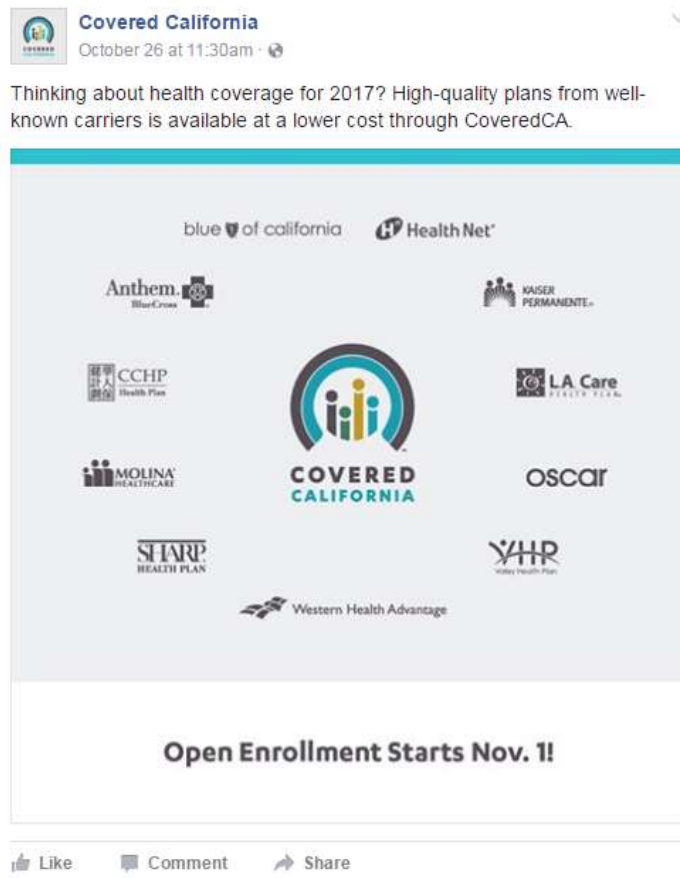
Warning

Keep Your Covered California Certification Status

December 31, 2016 is the deadline to complete the **2016 – 2017 Recertification Training** with Covered California. Counselors who do not successfully complete their Recertification Training and pass the exam by the deadline will be deactivated. If you have any questions regarding your recertification status contact your Primary Contact at your affiliated entity. Primary contacts of each entity can check the [recertification status of each of their counselors here>>](#)

Seen on Social

Facebook Post



Twitter Post



Health Reform Landscape

Covered California's Executive Director Answers Questions on Rate Hikes

In a question and answer series with Peter V. Lee, Covered California's executive director, The Sacramento Bee published an article on Monday, October 31 that discussed why Covered California's rate hikes are lower than the rest of the U.S. [Review the full list of questions and answers here>>](#)

Premiums Down from Key Moves by Covered California

On October 30, The Mercury News published an article that provided insight on how key moves by Covered California have kept premium rates down. With the federal exchange averaging a 22 percent increase in premiums, Covered California's average increase is 13.2 percent. [Read the full story to review some of the reasons why here>>](#)

California's Office of the Patient Advocate Releases Annual 'Report Cards'

On Monday, October 24, California Healthline published an article which contained the annual report cards for health plans and medical groups by the Office of the Patient Advocate. The tool is meant to help guide consumers as they shop for coverage during Open Enrollment. [Review the full article and gain access to the report cards here>>](#)

California is Demonstrating What the Affordable Care Act Can Achieve

In an article published in The Los Angeles Times last month, it was reported that California has proved the Affordable Care Act can be successful when state and industry leaders work together to provide multiple health and dental insurance choices, control costs, and protect consumers. [Read the full story here>>](#)

CEC/PBE Help Line

Monday - Friday, 8:00am to 6:00pm

Saturdays and Sundays, Closed

Phone: 855-324-3147

Review the updated [CEC/PBE Help Line schedule](#) for availability, extended hours of operation, and a full list of holiday closures throughout the Open Enrollment season.

Upcoming Outages

Saturday, November 5 from 8:00pm to Monday, November 7 at 6:00am*

*This outage is scheduled for the first weekend of Open Enrollment. Plan ahead and avoid any event that would require the online application during this time.

[Partner Tool Kit](#) | [Print Store](#) | [Online Store](#) | www.coveredCA.com



CEC/PBE Help Line Hours
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Saturdays and Sundays, Closed
Click [here](#) for the CEC/PBE Help Line schedule.

The following numbers were phased out and stopped forwarding
to 855-324-3147 on July 14, 2015: 844-238-3567, 888-402-0737

LMS Help Desk Support
Contact LMS Help Desk Support at CCULearning@covered.ca.gov.

Questions or comments about our articles or to suggest articles on other important
informational topics to us, email: OutreachandSales@covered.ca.gov.

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